



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 3461 )  
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Examiner: Koppikar, Vivek D. ) )  
              ) )  
Inventor(s): Mester, David J. ) )  
              ) )  
Serial No.: 10/617,472 ) )  
              ) )  
Filing Date: July 11, 2003 ) )  
              ) )  
For: WARRANTY MANAGING PROCESS ) )  
              ) )  
              ) )

**AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This is in response to the Office Action dated June 8, 2004.